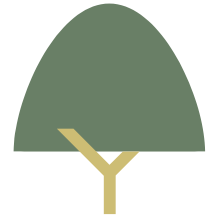


A C I D E

THE OFFICIAL MOUTHPIECE OF THE AQUAVIC IONISER USER'S GROUP
Quercus Magnae a Glandibus Crescant



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www.aquavic.com.au

Phone / Fax: + 61 3 9723 4223

aquavic@optusnet.com.au

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From the Director:

Our regular customers will have been well aware that we hadn't actually gone into hibernation, but for the benefit of others who thought we had, we're pleased to announce that we've emerged from a period of self-induced, low level activity, and are now ready to tackle the world again. The decision to take a season off was not taken lightly and, much to the chagrin of our detractors, we've re-emerged as an even stronger player in the industry than before.

And, with a 12 page products & prices catalogue to support the claim, we are now this country's leading supplier of ionisers and supporting products. Contact our office for your PDF or hard copy.

We took the season off to fine tune and rationalise our product range and to wade through the long, drawn out, and expensive process of getting the mandatory approvals for our new units. This was compounded by the need to ensure compliance with the latest stringent and mandatory AS/NZS electrical standards which now apply to all low voltage equipment associated with swimming pools.

New Millennium Update:

And speaking of our new products, we continue to receive some very positive feedback on the user-friendliness of our "*New Millennium*" *Series II's*, particularly so from FNQ. In this day and age where touch pads and LCD displays are the norm, it was always going to be a gamble to offer a system with something as basic as – *control knobs!* But the gamble paid off and those who have purchased these units love their inherent simplicity and self-explanatory settings.

One of the very clear advantages of getting out of the office and having direct contact with your customers is the feedback we received on their preference for controls – and LCD's were not well placed. Complex programmable systems (*the remote for our HDTV has no less than 50 buttons!*) are no doubt a part of everyday life, and will be for years to come, but not necessarily so when a programmer, instruction book in hand, and wearing nothing but "Budgie Smugglers" and a liberal coating of sun block, is attempting to alter the run time of his pool's filtration system.

Hard Core - Soft Centre:

And talking about feedback, it's disappointing to hear that there is still a hard core of industry professionals who, for reasons best know to themselves, are still unable to accept the fact that ionisers are here to stay. No question about it, but of particular interest to us is that an ever-increasing number of requests for ionisers from potential customers are now causing some of them to think outside the square and not be so ready to dismiss ionisation as so much 'black magic'.

There really is no greater pressure on a service or goods provider to revisit their business plans than to have a customer insist on a particular product - and, thanks to our very loyal and very supportive customer base, increasingly, that product is one of our “**New Millennium**” ioniser packages.

I must admit to a certain amount of smug satisfaction when we receive purchase orders from previously hostile pool pros, purchase orders that were a direct result of a “*word of mouth*” recommendation from a satisfied owner. Very satisfying indeed, and ideal for another segway.....

Spotters Fee:

Whilst on the subject of customer support, just a reminder about our long-standing policy of acknowledging “*word of mouth*” recommendations from satisfied ioniser owners. If your recommendation has resulted in the sale of one of our products, make us aware of it and we’ll see that your efforts are acknowledged in kind. Even something as basic as a pair of electrodes.

ACT Revisited:

We recently found ourselves in the ACT yet again on ioniser –related business, and had the interesting experience of descending into Canberra airport through the much-reported dust cloud which inundated most of the ACT and NSW. Although we weren’t in the ACT long enough to experience the aftermath, our experience with the ‘*Big Blow*’ here in Victoria back in ’83, and several “*Mallee Transplants*” since, certainly gave us an appreciation of the repercussions of such an event. One can only imagine the number of calls to pool shops from concerned pool owners who woke up the following morning to find that their pools had turned custard yellow overnight.

To Flocc or not to Flocc:

For the record, if your pool is ever subjected to large quantities of wind-blown dust, instead of converting your pool into a bloody big blender - and dramatically reducing the effective working life of your pump by running continuously for days on end - and/or bombarding the pool with cocktails of flocculants and clarifiers - try turning the pump off for several days. It’s a pretty safe bet that the offending particles will settle on the bottom where they may be carefully vacuumed directly to waste. If you’re not dumping to a settling tank, it’ll cost you a bit of make-up water, but it’s certainly worth a try. And if that doesn’t do the job, *then* you can revisit the chemical solution. And when you’re happy that you’ve got it by the throat, don’t forget to rebalance that water.

Hint: Take a sample in a tall clear container and put it on the window sill above the kitchen sink. If, after several days, the sample begins to clear from the top, it’s a pretty good indication of what you can expect if you do decide to turn the pump off.

Special offer:

Way back in pre-history, ioniser electrodes were installed directly into the lid of the pool pump, and whilst this crude arrangement did the job, removing the pump’s lid to clear the leaf basket invariably resulted in twisted and broken low voltage electrode leads, and ioniser failure. We identified this problem very early in the piece, and developed a series of compact flowcells which have evolved into our now standard, compact universal in-line housing that so many of you now have on your pools today. So (and with our earlier reference to the Spotter’s Fee) if you, or anybody known to you, is persevering with this archaic arrangement, have a chat with us about our special change-over offer.



The Director.

“If you wouldn’t drink it, why would you let your children swim in it?”